

The CP Connection

The Community Partner Newsletter

Issue 26

October Issue 2017



"There is something haunting in the light of the moon..."
~Joseph Conrad

Happy Halloween from the MHLA Program Director

Happy Halloween and welcome to our October issue of the My Health LA (MHLA) **CP Connection**.

Fall is here—hopefully we may have seen the last of the summer heat. As we head into the holiday season, there good changes in store for MHLA.

On December 1, 2017, we will bring on the fourth and final group of 19 Community Partners (CPs) to Phase 2 of our new pharmacy program. Welcome to the “2D” cohort! This means that after December, all MHLA CPs will be using the pharmacy retail network. Ventegra, MHLA’s pharmacy benefit manager, has been working closely with each of these final 19 agencies to get them ready. Yesterday, we had a productive orientation to get them ready for the changes ahead.

In other news, the MHLA Program Office is moving soon. In December will be leaving our forest oasis in Monterey Park and join the rest of DHS’ Managed Care Services in Alhambra. If you need to find us, we will be located at 1000 S Fremont Ave, Bldg A9 East, 6th Floor, Unit 92, Alhambra, CA 91803.

Finally, in this issue, we have included two timely and important articles. The first addresses the problems we are having with the very high volumes of returned patient mail we receive. The article includes some concrete steps your clinic can take to help ensure all MHLA participants get their program mail. I’m also an environmentalist so all these wasted trees break my heart. I hope that you will help us cut down on all of these bad addresses. The second article is about a great resource that you may not be aware of—a monthly conference call on patient referrals to DHS and *eConsult*.

We here at MHLA are excited for the new and upcoming changes. Thank you, and Happy Halloween (my favorite holiday). -Amy Luftig Viste



Inside this issue:

- ◆ MHLA Returned Patient Mail. See page 2 for more information.
- ◆ eConsult Q & A on page 2.

Mail Sent, Mail Returned

Did you know that every year the County sends out tens of thousands pieces of mail to MHLA participants? **And unfortunately, much of this mail gets returned back to us as undeliverable?**

The MHLA Program Office needs your help to address this ongoing problem of returned mail. **Here is what you can do.**



All address changes for a MHLA participant are made by Community Partners (CPs) in the One-e-App (OEA) system. The MHLA Program Office uses the address that is in OEA for each of our mailings.

How can you help ensure that patients get critical mail about the MHLA program and their coverage, and also help us reduce wasted trees? You can help us by validating a patient's address every **time the patient comes to the clinic**. Don't wait for them to tell you your address is changed—ask them. And does your clinic staff update *both* your clinic's electronic health record (EHR) and the OEA system when a patient changes their address?

Don't forget: Update One-e-App for all address changes!

There is one other thing that you can do to make sure your patient's address is correct in OEA. **You may not be aware, but every month, the MHLA Program Office emails your clinic a secure list of your patient's whose mail was returned to us as undeliverable.** Does anyone in your office review this list and does that person try to contact the patient to get an updated address from them? Some of this returned mail has critical information and material in it, such as letting them know they have been disenrolled, or sending them a new MHLA ID card, which

they will need to access their medicines under the new pharmacy program.

(If you do not currently get this list of your patients with undeliverable mail but would like to, or if you would like to know to whom in your clinic it is currently sent, please contact your Program Advocate or email kvan@dhs.lacounty.gov.)

It is vital that we have your patient's correct address in the OEA system. This not only helps to ensure that we get timely and important mail (such as ID cards) to all of your patients, but it also helps the County update our internal systems so that when a patient needs to make specialty appointment at DHS, we have accurate contact information. And in those instances when DHS staff has to validate patient information before a specialty, emergency or urgent care visit, having this information is vital so patient care is not delayed.

If you have any questions, please contact your MHLA Program Advocate. Thank you.

Did you know? Monthly eConsult and Referral Conference Call!



What is eConsult?

As most of you know, eConsult is a web-based system that allows primary care providers and specialists to securely share health information and discuss patient care.

The benefits of eConsult include faster patient access to specialty care, better health outcomes with earlier specialist intervention and higher patient satisfaction due to decreased wait times for specialty appointments.

Not everyone may be aware that DHS hosts a monthly Referral Process Conference Call for referral and eConsult issues. This meeting is for all MHLA CPs. This meeting is held via Skype on the third Wednesday of the month at 11:00 AM.

If you would like additional information on this meeting, contact Philip Barragan, MHLA Program Advocate, at pbarragan@dhs.lacounty.gov. Thank you.

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Amy Luftig Viste Program Director
Philip Barragan Newsletter Editor

